GOVERNMENT OF INDIA
PETROLEUM AND NATURAL GAS
LOK SABHA

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Survey to Improve LPG Infrastructure
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Will the Minister of PETROLEUM AND NATURAL GAS be pleased to state:

(a) whether the Government/State run Oil Companies have carried out/ proposes to carry out nationwide survey to gauge energy infrastructure, availability of cashless facilities and issues of cooking gas supplies in the country;
(b) if so, the details thereof along with the number of districts proposed to be covered thereunder;
(c) the aims and objectives including main points of the said survey and the time by which the said survey is likely to be completed; and
(d) the other steps taken/being taken by the Government for ensuring better gas supply and provide efficient customer services throughout the country?

Answer

MINISTER OF STATE (INDEPENDENT CHARGE) IN THE MINISTRY OF PETROLEUM & NATURAL GAS (SHRI DHARMENDRA PRADHAN)
(a) to (c) : Senior officials of Ministry of Petroleum and Natural Gas and Oil Marketing Companies (OMCs) have been deputed to visit the Districts to assess the status of infrastructure and availability of petroleum products across the country in all the districts. The visits have been almost completed in the States except the States of Uttar Pradesh, Goa, Punjab, Manipur and Uttrakhand where the Model Code of Conduct was in operation. In this exercise, officials have been identified for visiting all the districts of the country and to assess the working of PMUY Scheme at the field level, implementation of various initiatives taken by the Ministry for digital payments and the availability of infrastructure for smooth supply of POL products at the district/block level.
(d) : The following consumer centric activities have been undertaken by the OMCs in last few months for better delivery of services :
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I. E-SV (SAHAJ)
OMCs launched a facility by the name 'e-SV' on pilot basis in May 2015. 'e-SV' is the electronic subscription voucher emailed to the customer upon release of LPG connection online. Subscription Voucher indicates the number of cylinders and pressure regulators loaned to the customer against the security deposit. The facility enables the customers to register, make payment online for availing LPG connection at his/her doorstep without visiting the LPG distributorship. Online new LPG connection is released after intercompany de-duplication in all districts where NIC has extended the facility. For the remaining districts, connections will be released as per the existing process of Intra Company de-duplication till NIC extends similar facility to the remaining districts.
II. DIGILOCKER
'Digital locker' facility has been implemented with a view to move towards paperless office. Under this facility, Subscription Vouchers (SVs) and Transfer Vouchers (TVs) are made available to consumers from Digilocker. Ministry of Petroleum& Natural Gas is the largest issuer of e-SV document linked to Aadhar in the country. This enables the consumers to get the connections without hassles and also ensures safety and security of the documents without the fear of loss or damage.
III. PROMOTING DIGITAL MODE OF TRANSACTIONS
OMCs have undertaken steps to promote cashless mode of transactions in LPG through putting in place required infrastructure. OMCs have announced cash discount of Rs. 5 per refill to such consumers who have booked their refill online.
IV. EMERGENCY HELPLINE NUMBER
This multilingual LPG Emergency Helpline was dedicated to the nation on 01.01.2016 by the Hon'ble Minister of P&NG. This facility is available 24*7 operations with 2 shifts of 12 hours each for attending emergency LPG leakage complaints. The call center is having a web based application for logging and viewing monitoring the call logs & updation of the contact details of the mechanic & field officers.
V. SMART DELIVERY MANAGEMENT SYSTEM
It is an initiative to promote friendly mobile application for delivery boys with features like smartcard based delivery options, real time delivery confirmation for deliveries made, better control on delivery boys and supply chain and capturing of geographical coordinates of delivery location.
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